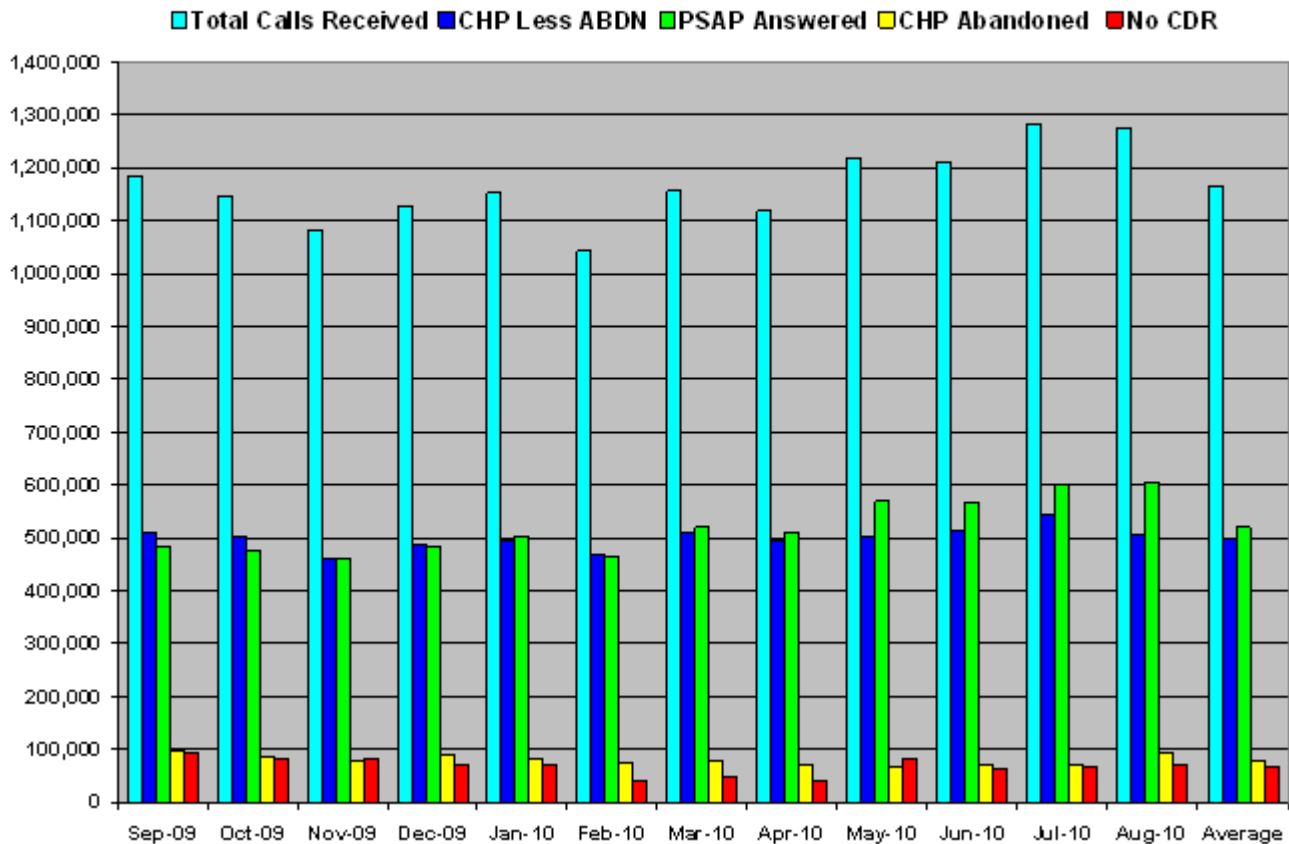


HANDOUT # 3

Sep 2009 to Aug 2010 Statewide CHP and PSAP Wireless E9-1-1 Call Totals



The above chart displays the California Wireless Call Volume between September 2009 and August 2010. The major significances displayed in the chart are: starting in January 2010 and for the first time ever PSAPs (displayed in green) are answering more Wireless E9-1-1 calls than the CHP (displayed in blue), in addition the busies (displayed in red) were reduced from a high in 2007 of 44% to just 5% in 2010.

The Routing on Empirical Data (RED) Project has been the driving force behind the reduction of wireless busies while simultaneously obtaining an increase in the number of wireless calls answered. The above results were achieved despite an increase of 2.3 million wireless calls annual when comparing 2007 to 2009.

Red I (Ventura and Santa Barbara Counties), Red II (San Francisco and Monterey Area) and RED III (Southern California) have been completed. RED IV (Northern California), RED V (Central California) and RED VI (Los Angeles Region) are currently in progress. All phases of the RED Project are expected to be completed by November 30, 2011.